



Provider eClaims

Electronic claims solution lets your health care providers submit claims for you

We know you want fast and convenient service. *Provider eClaims* simplifies the claims experience for you by allowing health care providers to submit your claims to Manulife right from their office.

The following providers are able to submit claims on your behalf. Check your plan details to see which ones are covered under your Group Benefits plan.

- physiotherapists, chiropractors, opticians and optometrists in all provinces; plus
- massage therapists, naturopathic doctors and acupuncturists in provinces where they are provincially regulated or if they are members of a professional association that performs the equivalent role of a provincial regulator.

You can find eligible health care providers located near you by visiting manulife.ca/planmember/providereclaims.

How does it work?

- Claims are typically adjudicated while you are still in the provider's office, so in most situations, you'll know right away how much is covered by your plan.
- In many instances, you only have to pay the provider what the plan doesn't cover for approved claims. Manulife then pays the balance directly to the

provider. In other instances, you pay the entire amount of the claim and reimbursement for the covered portion will be automatically deposited into your bank account.

- It is an entirely digital experience, eliminating the need to submit paper claim forms, and delivering electronic payment and statements.
- There is no change to the way in which claims are adjudicated. All claims submitted by providers are still adjudicated through Manulife's claims system.

What do you need to do?

Make sure you're ready to take advantage of this completely digital service by getting activated on the Plan Member Secure Site, and signing up for direct deposit and electronic claims statements now. In addition to having access to *Provider eClaims*, your claims payments will also be conveniently deposited directly into your bank account and you'll receive alerts when your claims are ready. Go to manulife.ca/planmember today to get ready.

